

**From:** hassan.harris@gsa.gov [mailto:hassan.harris@gsa.gov]

**Sent:** Friday, October 15, 2010 9:16 AM

**To:** robert@capitolsupply.com; bweber@did-inc.com; forman@isgroup.org; tdang@mymetroofficeproducts.com; joe.bradford@expressop.com; liesha@sitabs.com; aj@wecsysllc.com; toria@ezprintsupplies.com; bob.embrey@officedepot.com; bo@asedirect.com; rob.w@cartridgesavers.com; corey@newyorkinkjet.com; joe.nagel@staples.com; Bill.Murray@officedepot.com; bob@imagingsystemsllc.com; gwojo@theofficestore.com; john.travers@officedepot.com; angle@isgroup.org

**Cc:** prince.choudhury@gsa.gov; judy.poskanzer@gsa.gov

**Subject:** Updated FSSI BPA Spreadsheet

**Importance:** High

Good Morning All

As we are looking to standardize the manufacture part numbers that are listed in GSA Advantage, DOD Email and all ordering channels. We are requesting a updated spreadsheet that includes manufacture name, manufacture part number that is listed on the box with the three letter prefix that is listed in the Major Wholesalers catalog and your internal vendor part number. In addition please ensure that all AbilityOne products are listed by the 13 digit number with the dashes. We would also like to request on the FSSI spreadsheet to include sub category in column H (please see below for guidance), I will be contacting each vendor today to discuss. Please provide documentation no later than **close of business Tuesday October 15, 2010.**

Office Supplies Category	Office Supplies Sub-Category	Definition
<b>Paper</b>	Paper	Copier papers, computer paper, labels
<b>Ink</b>	Ink Cartridge	New and remanufactured ink cartridge
<b>Toner</b>	Toner Cartridges	New and remanufactured laserjet cartridges, multi-color and black
<b>General Office Supplies</b>	Adding Machines & Calculators	Adding machines & calculators
	Binding & Filing Supplies	Binders, binding elements, file folders, document protectors, bank boxes & other filing boxes
	Calendars, Personal Organizers and other dated items	All calendars and organizers
	Cases & Portfolios	Carrying cases, presentation portfolios, leather and vinyl portfolios, twin pocket portfolios, and zipper portfolios
	Computer Accessories	Mouse pads, Wrist rests, Anti-glare screens, Screen cleaning supplies, Media storage, Keyboard drawers (excludes Electronic Information Technology)
	Computer Media	Diskettes, CDs, DVDs, data tape
	Drawing & Graphic Arts supplies	Adhesives and glue, erasers, rulers and measures
	Miscellaneous Office Supplies	Fastening items: staplers, paper clips, binder clips, etc.; adhesive tape, label makers, rubber stamps, ink, push pins, etc.
	Office Furnishings	Clocks, stools, picture frames, wastebaskets
	Shredders	Both office type and high security shredders

	Visual Communications & Meeting Aids	Blackboards, whiteboards, easels, videotape, audiotape, dictation supplies
	Writing Instruments	Pens, pencils, highlighters, markers

Please let me know if you have any questions.

Hassan Harris  
Contracting Officer/FSSI Office Supplies Program Office  
GSA/Federal Acquisition Service  
Northeast and Caribbean Region  
Phone - 212-264-4784  
Work Cell - 646-457-7682  
Fax - 212-264-1780

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Hassan  
Harris/2QSAA/R02/GSA/GOV  
02/16/2011 02:58 PM

To "Hale, Jeff - Raleigh, NC"  
<Jeff.Hale@nc.usda.gov>@GSAEXTERNAL  
cc "judy.poskanzer@gsa.gov" <judy.poskanzer@gsa.gov>,  
"Jenkins, Karen - Raleigh, NC"  
<karen.jenkins@nc.usda.gov>, "michael.cullis@gsa.gov"  
bcc

Subject RE: GSA FSSI BPA with Capital Supply

History: This message has been replied to.

Good Afternoon Jeff

Please provide me with the toner part numbers you are referencing.

Hassan Harris  
Contracting Officer/FSSI Office Supplies Program Office  
GSA/Federal Acquisition Service  
Northeast and Caribbean Region  
Phone - 212-264-4784  
Work Cell - 646-457-7682  
Fax - 212-264-1780

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"Hale, Jeff - Raleigh, NC"  
<Jeff.Hale@nc.usda.gov>

02/16/2011 02:48 PM

To "judy.poskanzer@gsa.gov" <judy.poskanzer@gsa.gov>, "prince.choudhury@gsa.gov"  
<prince.choudhury@gsa.gov>  
cc "hassan.harris@gsa.gov" <hassan.harris@gsa.gov>, "michael.cullis@gsa.gov"  
<michael.cullis@gsa.gov>, "Jenkins, Karen - Raleigh, NC" <karen.jenkins@nc.usda.gov>  
Subj RE: GSA FSSI BPA with Capital Supply  
ect

Good Afternoon Judy,

I have another question for you. We are looking at toner pricing on the BPA versus on the vendor's website and noticing a \$16 to \$25 difference per cartridge off the BPA. This vendor is Staples, when looking at the pricing on the BPA through GSA Advantage it is \$16 to \$25 higher per cartridge than if we go straight to the Government Staples website. I guess the main reason why this disturbs me is that unlike GSA, USDA has decided to make the use of the BPA's mandatory, so we are in essence mandated to use them and are not allowed to deviate. If we have to use them we should be getting the best price, but this appears not to be happening. Can you provide any additional insight into what we can do to ensure that the pricing is the best that is possible? We

are spending a lot more time if we have to call the vendor each time we need to order and ask them what is going on.

Thank you

Jeff Hale  
Contracting Officer  
USDA/NRCS  
4407 Bland Road, Suite 117  
Raleigh, NC 27609  
Telephone: 919-873-2113  
Facsimile: 919-873-2146

-----Original Message-----

From: judy.poskanzer@gsa.gov [mailto:judy.poskanzer@gsa.gov]  
Sent: Tuesday, February 08, 2011 9:06 AM  
To: prince.choudhury@gsa.gov  
Cc: hassan.harris@gsa.gov; Hale, Jeff - Raleigh, NC; michael.cullis@gsa.gov  
Subject: Re: GSA FSSI BPA with Capital Supply

Mr. Hale,

I apologize for the delay in response. This is an error by the vendor as to how he is loading his FSSI BPAs and the lower sale price is his FSSI BPA price as a sale. We have been working with this particular vendor to correct his files in Advantage. We are constantly reviewing Advantage for just these incidents and appreciate your bringing it to our attention.

Judy B. Poskanzer  
Program Manager, FSSI Office Supplies Program Office  
Federal Acquisition Service  
Northeast and Caribbean Region  
Phone/Cell - 212-264-0305  
Fax - 212-264-9759

Prince W.  
Choudhury/2QSABB/  
R02/GSA/GOV

01/26/2011 03:24  
PM

To  
"Hale, Jeff - Raleigh, NC"  
<Jeff.Hale@nc.usda.gov>@GSAEXTERNAL  
cc

Hassan  
Harris/2QSAA/R02/GSA/GOV@GSA,  
Michael S.  
Cullis/2QSAAB/R02/GSA/GOV@GSA, Judy  
B. Poskanzer/2QSA/R02/GSA/GOV@GSA  
Subject

Re: GSA FSSI BPA with Capital  
Supply(Document link: Judy B.  
Poskanzer (Mail))

Jeff,

Thank you for the email.

Hassan,

Please see below. Thank you.

Prince Choudhury  
Contracting Officer  
Northeast Supply Operations Center  
GSA Northeast and Caribbean Region  
Phone - 212-264-3025  
Cell - 347-346-0451  
Fax - 212-264-1780  
Email: prince.choudhury@gsa.gov

"Hale, Jeff -  
Raleigh, NC"  
<Jeff.Hale@nc.usd  
a.gov>

"prince.choudhury@gsa.gov"  
<prince.choudhury@gsa.gov>

To

cc

01/26/2011 03:21  
PM

Subject  
GSA FSSI BPA with Capital Supply

Good Afternoon Prince,

I have a question regarding the FSSI BPA. I was under the impression that the Government would receive greater discounts by utilizing the BPA pricing above that of the normal GSA Schedule pricing. USDA has made it mandatory that we utilize these BPA's. I was doing a little research in pricing for paper and am bewildered by what I am finding on the FSSI website. I have not done a thorough check on all companies but have heard complaints from all my purchasing agents along the same lines. As you will see from the attached the BPA pricing is a little less than \$9 more per CT than regular GSA pricing and the shipping is 3-4 days on the BPA versus 1 day on the regular schedule. Can you tell me why this is the case and how I should be responding to my purchasing agents since it appears that normal GSA pricing is much better than that of the BPA?

Thanks

Jeff Hale

Contracting Officer  
USDA/NRCS

From: CustomerService@capitol supply.com  
[mailto:CustomerService@capitol supply.com]  
Sent: Wednesday, February 16, 2011 8:42 AM  
To: Bahn, Christopher SK2  
Cc: CustomerService@capitol supply.com  
Subject: Non-TAA Products - Capitol Supply Order Status Update (REF# 657089)  
Importance: High

Dear CHRISTOPHER BAHN,

Thank you for your recent order with Capitol Supply (NGAKOK9875N). We are contacting you because there is a problem in processing your order.

Our records indicate a change in the country of origin and in accordance with the TAA (Trade Agreements Act) we can no longer offer you the following product(s):

REF# 2 CS352364-GFYY8 Ready Index Contents Dividers, Five-Tab, 1-5, Letter, Multicolor, Set of 5

REF# 3 CS352365-GGKCC Executive Index Dividers, 1-8 Tab, 8-1/2"x11", Multicolor

REF# 4 CS352368-GGKFV Executive Index Dividers, 1-15 Tab, 8-1/2"x11", Multicolor

under government contract and we must remove these product(s) from your order or cancel your order entirely. If you would like for us to only remove this items(s), then there is nothing more that you need to do, we will process the balance of your order in a few hours. If you prefer that we cancel your order entirely just reply to this e-mail with the word cancel in the subject line.

If you wish to order these product(s) under Open Market contract, we will be glad to assist you with that order, please visit <http://www.capitol supply.com/gov>.

We apologize for inconvenience it may caused, and thank you for your understanding.

Please feel free to contact us with instructions how we should proceed with your order.

Sincerely,  
Capitol Supply, Inc  
1000 Sawgrass Corporate Parkway, Suite 452  
Sunrise, FL 33323-2871  
Phone: (954) 485-500, Toll free: (888) 485-5001  
e-mail: customerservice@capitol supply.com  
[www.capitol supply.com](http://www.capitol supply.com)



Kristen Nowadly (LD2) <kristen.nowadly@gsa.gov>

## FSSI OS2 Update

1 message

Judy Poskanzer (2QSA) <judy.poskanzer@gsa.gov>

Fri, Sep 23, 2011 at 10:45 AM

To: Judy.poskanzer@gsa.gov, Edward.lew@gsa.gov, [REDACTED], Walter.eckbreth@gsa.gov,  
Jeffrey.koses@gsa.gov, Michaelo.jackson@gsa.gov, [REDACTED]

[illegible]

robert.woodside@gsa.gov, [REDACTED], michel.kareis@gsa.gov, paul.mcdermott@gsa.gov.

██████████, ██████████, david.shea@gsa.gov, prince.choudhury@gsa.gov,

[REDACTED]

\_\_\_\_\_

\_\_\_\_\_

james.tsujimoto@gsa.gov, [REDACTED], [REDACTED], [REDACTED], david.kimbro@gsa.gov,

perry.hampton@gsa.gov, milton.vazquez@gsa.gov, [REDACTED] Steve.Kempf@gsa.gov,

Jon.Jordan@gsa.gov, [REDACTED], tricia.sieveke@gsa.gov, [REDACTED]

Christopher.bennethum@gsa.gov, [REDACTED], michael.cullis@gsa.gov, [REDACTED]

\_\_\_\_\_, laura.ray@gsa.gov, \_\_\_\_\_, \_\_\_\_\_

[REDACTED], pete.davis@gsa.gov, [REDACTED]

\_\_\_\_\_

Cc: Kristen Nowadly <kristen.nowadly@gsa.gov>

To all,

Please be advised that Capitol Supply has proposed changes that address all of the identified issues in the GSA issued cure letter and we have determined that Capitol Supply's cure plan has met the necessary requirements set forth in the cure letter. As a result, GSA has accepted and approved Capitol Supply's cure plan and its collective remedies. We have notified and instructed the administering parties for GSA Advantage and DoD E-MALL to restore all accessibility of both portals by all Federal agencies to conduct normal business transactions with Capitol Supply's GSA MAS 75 (GS-02F-0100N) and its associate BPA (GS-02F-XA001). This approval also includes restoration of all other purchasing channels to conduct office supplies transactions as well with Capitol Supply.

Any other questions, let me know.

Judy B Poskanzer  
Program Manager, FSSI Office Supplies Program  
Federal Acquisition Service  
Northeast and Caribbean Region  
Phone/cell-212-264-0305

Judy Poskanzer (2QSA) judy.poskanzer@gsa.gov

Judy.poskanzer@gsa.gov,

Edward.lew@gsa.gov,

Hassan.harris@gsa.gov,

[REDACTED],

Walter.eckbreth@gsa.gov,

Jeffrey.koses@gsa.gov,

Michaelo.jackson@gsa.gov,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

robert.woodside@gsa.gov,

[REDACTED]

Michel.kareis@gsa.gov,

paul.mcdermott@gsa.gov,

[REDACTED]

[REDACTED],

david.shea@gsa.gov,

prince.choudhury@gsa.gov,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Sep  
14

(b)(4)  
and  
(b)(5)  
redactions





effectively suspended until resolution has been accepted and effected. The firm is now prohibited from conducting business until further notice. Thanks for your support

Judy B Poskanzer  
Program Manager, FSSI Office Supplies Program  
Federal Acquisition Service  
Northeast and Caribbean Region  
Phone/cell-212-264-0305



Judy Poskanzer (2QSA) <judy.poskanzer@gsa.gov>

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## Re: Capitol Supply

1 message

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Tubbs, AndreaT <AndreaT.Tubbs@dhs.gov>  
To: "judy.poskanzer@gsa.gov" <judy.poskanzer@gsa.gov>

Sun, Oct 2, 2011 at 8:32 PM

Thank you!

---

**From:** Judy Poskanzer [mailto:[judy.poskanzer@gsa.gov](mailto:judy.poskanzer@gsa.gov)]  
**Sent:** Sunday, October 02, 2011 03:29 PM  
**To:** Tubbs, AndreaT <AndreaT.Tubbs@dhs.gov>  
**Subject:** Re: Capitol Supply

Effective Sep 22, Capitol Supply was again able to business under the Schedule 75 and FSSI OS BPA.

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**From:** Tubbs, AndreaT [mailto:[AndreaT.Tubbs@dhs.gov](mailto:AndreaT.Tubbs@dhs.gov)]  
**Sent:** Saturday, October 01, 2011 05:00 PM  
**To:** 'judy.poskanzer@gsa.gov' <[judy.poskanzer@gsa.gov](mailto:judy.poskanzer@gsa.gov)>  
**Subject:** Capitol Supply

Is there a status update on Capitol Supply's cure notice?

Andrea Tubbs

Region 6 Contracting Officer

[940-898-5395](tel:940-898-5395)

---



Lesley Lawrence  
<llawrenc@adobe.com>  
07/27/2010 12:45 PM

To "prince.choudhury@gsa.gov" <prince.choudhury@gsa.gov>  
cc  
bcc  
Subject RE: Capitol Supply GS-02F-0100N : Removal of Adobe Offerings Required

Good Afternoon, Prince:

I hope you had an enjoyable break over the July 4<sup>th</sup> holiday. I wanted to touch base with you in regard to below (removal of Adobe Products from Capitol Supply's Schedule GS-02F-0100N). Prior to the holiday, Capitol Supply indicated to me that they were working on a modification to remove Adobe Products from their Schedule, but given the break, did not know when you might be able to get to this modification (and I believe you were also attending training?).

It appears that Capital Supply's GSA Schedule that includes Adobe Products is a Group 75 Schedule (Office Products/Supplies).

We have recently discovered that a number of GSA Schedule holders are utilizing Letters of Supply from sources unable to resell Adobe products (and Adobe cannot verify the validity of the products). Additionally, Adobe Products should be represented solely on Group 70 MAS Schedules, under SINs 132-33 and 132-34.

As I see Adobe products are still on gsaadvantage.gov under Capitol Supply, I thought I would drop you a note.

Can you provide a current status on the above? Have you received a modification to remove Adobe Products from the referenced Capitol Supply GSA Schedule and can you provide an ETA for when they will be removed?

Many thanks in advance, Prince!

Best Regards --

Lesley

	<b>Lesley Lawrence</b> Public Sector Ops Manager, N.A. Adobe Systems	571.765.5012 (tel) 703.624.9490 (cell) llawrenc@adobe.com	8201 Greensboro Dr. McLean, VA, 22102 USA www.adobe.com
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**From:** prince.choudhury@gsa.gov [mailto:prince.choudhury@gsa.gov]  
**Sent:** Tuesday, July 13, 2010 1:53 PM

**To:** Lesley Lawrence

**Subject:** Re: Capitol Supply GS-02F-0100N : Removal of Adobe Offerings Required

Good Afternoon,

I am reviewing the matter and will provide you with assistance shortly. Thank you.

Prince Choudhury  
Contract Specialist  
Office Products Acquisition Branch  
26 Federal Plaza RM 19-128  
New York, NY 10278  
Office 212-264-3025  
Fax 212-264-1780  
Email: prince.choudhury@gsa.gov

Lesley Lawrence <llawrenc@adobe.com>

To: "prince.choudhury@gsa.gov" <prince.choudhury@gsa.gov>  
cc  
Subject: Capitol Supply GS-02F-0100N : Removal of Adobe Offerings Required

07/13/2010 12:32 PM

Dear Mr. Choudhury:

This is to advise you that Capitol Supply (Schedule GS-02F-0100N) does not have a Letter of Supply from Adobe Systems. Adobe Offerings, however, are offered on Capitol Supply's GSA Schedule and are so reflected on gsaadvantage.gov. Adobe notified Capitol Supply on 6/10/10 to remove these offerings by COB 07/03/10, as Capitol Supply has no permission from Adobe as the manufacturer to represent Adobe products on GSA Schedule.

However, it does not appear that Capitol Supply has removed Adobe products from gsaadvantage.gov or from its Schedule GS-02F-0100N.

Perhaps they have submitted a modification to you to remove Adobe products? We would very much solicit your assistance in this effort, as Capitol Supply is not authorized by Adobe to represent products/offerings on its Schedule, as indicated above.

Can you advise on what the next actions will be?

Best Regards --

Lesley Lawrence

Lesley Lawrence

571.765.5012 (tel)

8201 Greensboro Dr.

Public Sector Ops Manager, N.A. 703.624.9490 (cell) McLean, VA, 22102 USA  
Adobe Systems llawrenc@adobe.com www.adobe.com



Edward Lew (2QSA) &lt;edward.lew@gsa.gov&gt;

---

**Re: SERO63152-2 / 743545**

1 message

Prince Choudhury (2QSABB) &lt;prince.choudhury@gsa.gov&gt;

Wed, Sep 7, 2011 at 2:54 PM

To: "Jean Herrick (6Q1QCA)" &lt;jean.herrick@gsa.gov&gt;

Cc: Judy Poskanzer &lt;judy.poskanzer@gsa.gov&gt;, Edward Lew &lt;edward.lew@gsa.gov&gt;

Hi Jean,

Thank you very much. I will be working with Capitol to have this resolved.

Prince Choudhury  
Contracting Officer  
(212) 264-3025

On Wed, Sep 7, 2011 at 2:28 PM, Jean Herrick (6Q1QCA) &lt;jean.herrick@gsa.gov&gt; wrote:

Hi, I am a CSD in Region 6 GSA. I just wanted to let you know that we have a customer that is unhappy with Capitol Supply Inc. This particular customer has these sorts of problems frequently, so I try to let the contracting officer know as items are frequently discontinued and still on GSA Advantage. Above are the original emails. Thanks.

Thanks,

Jean Herrick  
GSA, FAS, CAR  
Customer Service Director  
**816 823 1240**

----- Forwarded message -----

From: Matchie, Sara L (APHIS) &lt;Sara.L.Matchie@aphis.usda.gov&gt;

Date: Wed, Sep 7, 2011 at 12:17 PM

Subject: RE: SERO63152-2 / 743545

To: Christian Hernandez &lt;chernandez@capitolsupply.com&gt;

Cc: "jean.herrick@gsa.gov" &lt;jean.herrick@gsa.gov&gt;

Please cancel the quantity of six as I ordered green and pick will not work! Also get this removed from GSA.

Sara L. Matchie  
Purchasing Agent  
USDA, APHIS, NVSL  
1920 Dayton Ave.

Ames, IA 50010

(515) 337 - 7100 phone

(515) 337 - 7247 fax

sara.l.matchie@aphis.usda.gov

---

**From:** Christian Hernandez [mailto:[chernandez@capitolSupply.com](mailto:chernandez@capitolSupply.com)]

**Sent:** Tuesday, September 06, 2011 3:31 PM

**To:** Matchie, Sara L (APHIS)

**Subject:** SERO63152-2 / 743545

Good Day,

Please be advised that the (Brother TZ Series TZMQ35) relating to the above referenced order has been discontinued, however, we offer a **CS10210993**. You can view this item by going to our [www.capitolSupply.com/gov](http://www.capitolSupply.com/gov) website and pasting the item number in the search box. Please advise if you would like me to send the replacement item instead. Thank you.

Respectfully,

*Christian Hernandez*

Customer Service Representative

Capitol Supply, Inc.

Direct: 954-453-5937

Office: 954-485-5000 ext.5937

Fax: 954-485-0407

mailto:Chernandez@capitolSupply.com



Prince Choudhury  
Contracting Officer  
FSSI Office Supplies Program Office  
Administrative Services Acquisition Branch (2QSAAB)  
U.S. General Services Administration  
26 Federal Plaza, Rm 20-110  
New York, NY 10278  
Phone - 212-264-3025  
Cell - 347-346-0451  
Fax - 212-264-1780  
Email: prince.choudhury@gsa.gov

---



Edward Lew (2QSA) <edward.lew@gsa.gov>

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## Re: Capitol Supply Cure Notice

1 message

---

Edward Lew <edward.lew@gsa.gov>

Tue, Sep 20, 2011 at 2:46 PM

To: Brian.Jackson@med.navy.mil

Mr. Jackson:

The effect of the cure notice is restricted only to the BPA you identified and its GSA Office Supplies. Schedule GS-02F-0100N.

---

**From:** Jackson, Brian D - CIV GTMO [mailto:[Brian.Jackson@med.navy.mil](mailto:Brian.Jackson@med.navy.mil)]

**Sent:** Tuesday, September 20, 2011 02:33 PM

**To:** [Edward.Lew@gsa.gov](mailto:Edward.Lew@gsa.gov) <[Edward.Lew@gsa.gov](mailto:Edward.Lew@gsa.gov)>

**Subject:** Capitol Supply Cure Notice

Sir,

Does this affect all purchases from Capitol Supply or just those under GSA Contract GS-02F-XA001. Thank You.

Respectfully,

Brian Jackson

Materials Mgmt.

H-3 / 72556

---



Prince W.  
Choudhury/2QSABB/R02/GS  
A/GOV

04/12/2011 11:30 AM

To Robert Steinman <Robert@capitolSupply.com>

cc "Glynis Bell (glbell)" <glbell@cisco.com>, "Jay Horman  
(jahorman)" <jahorman@cisco.com>@GSAEXTERNAL,  
Judy B. Poskanzer/2QSA/R02/GSA/GOV@GSA, Hassan

bcc

Subject Re: Schedule #GS-02F-0100N

Mr. Steinman,

Please see the email below and provide me with a response by COB today. If you need to remove the items, please send me a deletion modification request via the emod system. Thank you for your cooperation.

Prince Choudhury  
Contracting Officer  
FSSI Office Supplies Program Office  
Administrative Services Acquisition Branch (2QSAAB)  
U.S. General Services Administration  
26 Federal Plaza, Rm 20-110  
New York, NY 10278  
Phone - 212-264-3025  
Cell - 347-346-0451  
Fax - 212-264-1780  
Email: prince.choudhury@gsa.gov  
"Jay Horman (jahorman)" <jahorman@cisco.com>



"Jay Horman (jahorman)"  
<jahorman@cisco.com>

04/12/2011 10:45 AM

To <prince.choudhury@gsa.gov>

cc "Glynis Bell (glbell)" <glbell@cisco.com>

Subject Schedule #GS-02F-0100N

Dear Mr. Choudhury,

It has come to our attention that Capitol Supply, Inc is offering Cisco products on GSA Schedule # GS-02F-0100N. This company is doing so without Cisco's approval or support, meaning we have not given them any Commercial Sales Practice information, a Letter of Supply or other pertinent product attributes required for compliance.

We're concerned and hope you will address this. If you have any questions, please let me know.

Thanks,  
Jay Horman  
Strategic Programs, US Public Sector

Cisco Systems, Inc

13635 Dulles Technology Drive  
Herndon, VA 20171 USA

[jahorman@cisco.com](mailto:jahorman@cisco.com)  
Direct: 703-484-1549  
Mobile: 703-431-3840

This e-mail may contain confidential and privileged material for the sole use of the intended recipient. Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender by reply e-mail and delete all copies of this message.



GSA Advantage  
Sent by: Trilma S. Davis  
04/15/2011 02:49 PM

To Prince W. Choudhury/2QSABB/R02/GSA/GOV@GSA  
cc Maria Viscione/QSDJ/R02/GSA/GOV@GSA, Nelson B.  
Duncan/2QSA/R02/GSA/GOV@GSA,  
Betty\_ODonnell@fws.gov  
bcc

Subject Fw: ARO date

History: This message has been replied to.

Please review this email from a customer. The vendor is Capitol Supply under contract GS-02F-0100N. Customer order number is NGA KOV0756N. The delivery time that they post in Advantage is 1 day. Advantage has always been if a customer places the order before 3:00 pm, that delivery will be made the next day. I guess this customer and the Advantage staff need to understand the delivery terms of Capitol Supply if it is not 1 day.

TDavis

----- Forwarded by Trilma S. Davis/QIOFF/CO/GSA/GOV on 04/15/2011 02:46 PM -----



Betty\_ODonnell@fws.gov  
04/15/2011 01:58 PM

To gsa.advantage@gsa.gov  
cc

Subject ARO date

Good Afternoon

Please clarify the ARO date when purchasing through GSA Advantage. There have been many times, according to the ARO date posted, my product/s arrive late.

This is very distressing when there is a specific project waiting for supplies. On 3/29 I placed an order for hanging files, Session 5001461 with an ARO of 1 day, four days have passed and I see it is 'posted' not shipped.

When I have spoken with vendors they tell me 'oh, that's a GSA thing, not us'. What gives? Is the ARO date supposed to be honored, or is it just a GSA 'thing'?

Most of the time I am very pleased with the delivery and I do understand that it is not always possible to deliver in one day but then the ARO date should be something like 1-5 days. It is very frustrating to be waiting and waiting.

Also, how should I handle this situation? Ordered product (Rodeo herbicide from Morning Star) through eBuy 3/1 impressed on sales person that it was needed for 3/10 never got it. I happened to be out of town and when I returned (Mar 22) found out we did not receive the product. I called vendor and he was surprised to find it was still on the dock waiting to ship. Vendor said 'Oh I forgot to get your credit card number so could not ship'. The vendor had my phone # but did not bother to call. Finally received 1/2 order and nothing else. I will call them again on Monday the 4th re the other 1/2 of the order and would like to have your input on how to handle the problem.

Thank you very much for your assistance.

Betty

Betty O'Donnell  
Administrative Officer  
Cape Romain NWR  
5801 Hwy 17 North  
Awendaw, SC 29429  
843-928-3264 Phone  
843-928-3803 Fax  
843-509-1499 Cell  
email: [betty\\_odonnell@fws.gov](mailto:betty_odonnell@fws.gov)



Jim Pierson  
<James.Pierson@noaa.gov>  
03/04/2011 12:43 PM

To prince.choudhury@gsa.gov  
cc  
bcc

Subject FW: PO #: NGAKOM2008N

History: This message has been forwarded.

I'm sending you this email as a complaint against Capitol Supply. I have left 3 messages and sent the below email to them over a period of 2 weeks and I still have not heard from them.

My issue is that according to their tracking information the box cutters were shipped with the hanging folders (see order confirmation below). I personally opened the shipment and the box cutters were not included. They were not on the packing slip either. Please assist me in obtaining the remainder of our order.

### Purchase Order

PO #: NGAKOM2008N



Vendor: CAPITOL SUPPLY, INC. 8884855001  
Order Status POC: SALES@CAPITOLSUPPLY.COM

Reorder	Item #	Q	Pri	Tot	Deliv	S	hi	Sta	Mod	Tracking #	Can
der		ty	ce	al	Days	P	T	us	Qt	Ship	cel
						o			y	ment	Req
											uest
	64072	4	\$14	\$57.	3-4 days	1	Ship	4	UPS	1Z 675 860 03	<input type="checkbox"/>
	HANGING FOLDER, 1/5 TAB	B	.33	32	delivered		ped			5905 873 9	
	CUT, LETTER SIZE	X			ARO		02/2				
	<u>CPG</u> ARRA						3/11				
	091459	4	\$11	\$47.	3-4 days	1	Ship	4	UPS	1Z 675 860 03	<input type="checkbox"/>
	KLEVER KUTTER	P	.93	72	delivered		ped			5905 873 9	
	RETRACTABLE BOX CUTTER	K			ARO		02/2				
	KNI						3/11				
	<u>ARRA</u>										

PO Total: \$10  
5.04

Respectfully,

Jim Pierson

Office Automation Assistant  
National Reconditioning Center  
1520 East Bannister Road  
Kansas City, MO 64131  
(816) 926-3217 Ext #221  
[James.Pierson@NOAA.gov](mailto:James.Pierson@NOAA.gov)

**From:** Jim Pierson [mailto:[james.pierson@noaa.gov](mailto:james.pierson@noaa.gov)]  
**Sent:** Tuesday, March 01, 2011 9:51 AM  
**To:** 'sales@CapitolSupply.com'  
**Subject:** PO #: NGAKOM2008N

Do you have the status of the following items from this order?

4 PK	KLEVER KUTTER RETRACTABLE BOX CUTTER KNI	\$11.93	\$47.72
------	--	---------	---------

091459

PO TOTAL: \$105.04

I received the hanging file folders but have not received any information about the above items.

Respectfully,

Jim Pierson

Office Automation Assistant  
National Reconditioning Center  
1520 East Bannister Road  
Kansas City, MO 64131  
(816) 926-3217 Ext #221  
[James.Pierson@NOAA.gov](mailto:James.Pierson@NOAA.gov)

**From:** [gsa.advantage@gsa.gov](mailto:gsa.advantage@gsa.gov) [mailto:[gsa.advantage@gsa.gov](mailto:gsa.advantage@gsa.gov)]  
**Sent:** Tuesday, February 22, 2011 1:57 PM  
**To:** [James.Pierson@noaa.gov](mailto:James.Pierson@noaa.gov)  
**Subject:** Confirmation of GSA Advantage! Session Number 4936826

Thank you for ordering from GSA Advantage!. We are proud to be your one-stop shopping source!

This e-mail is a CONFIRMATION of the order you recently placed. Your order information is below. We will notify you by e-mail of status changes as they occur. You may also monitor the progress of your order or other orders by logging on at <https://www.GSAadvantage.gov> and then choosing "Order Status/History" from the menu at the top of each page.



The following items were ordered from session #4936826 on Feb 22, 2011 for a total of \$105.04.

-----

Vendor: CAPITOL SUPPLY, INC. 8884855001

PO #: NGAKOM2008N

Order Status POC: SALES@CAPITOLSUPPLY.COM

QTY	ITEM	PRICE	TOTAL
4 BX	HANGING FOLDER, 1/5 TAB CUT, LETTER SIZE	\$14.33	\$57.32
	64072		
4 PK	KLEVER KUTTER RETRACTABLE BOX CUTTER KNI	\$11.93	\$47.72
	091459		
		PO TOTAL:	\$105.04

-----

Having problems with GSA NSN requisitions? Call 800-488-3111 or go to <https://apps.fas.gsa.gov/cops/ncsc/> and report a problem.

Having problems with Schedule orders? Contact the vendor directly at the phone number or e-mail address provided above.

For other questions pertaining to GSA Advantage! Call toll free 877-472-3777, option 2, or e-mail [gsa.advantage@gsa.gov](mailto:gsa.advantage@gsa.gov).

To change or discontinue your e-mail for these messages, logon to <https://www.GSAadvantage.gov> , then choose Profile and update your e-mail address, or select No to receive e-mail status updates for your orders. Thank you!



Krystaal Chin  
<KChin@capitolsupply.com>  
03/24/2011 12:15 PM

To ""jacobs1@state.gov"" <jacobs1@state.gov>  
cc ""prince.choudhury@gsa.gov""  
<prince.choudhury@gsa.gov>, ""darlene.darby@gsa.gov""  
<darlene.darby@gsa.gov>  
bcc

Subject PO# NGAKOP0303N - Q # 663566

History:      This message has been forwarded.

Good Morning,

It was a pleasure speaking with you.

I apologize for all the inconvenience that this may have caused. As explained, the item that Nadine quoted (Q5949AG) is HP's part number for the government version that is guaranteed to be TAA compliant. We have the G versions on contract and that is what was quoted. We apologize that the G versions are more expensive.

We will definitely honor the cost of \$57.32 each and have the products shipped to your customer immediately.

Again, we apologize for the inconvenience.

Kind Regards,  
**Krystaal Chin**  
**Assistant Sales Manager**  
**Capitol Supply Inc.**

E-Mail: [kchin@capitolsupply.com](mailto:kchin@capitolsupply.com)  
Phone: (888) 485-5001 X 5917  
Fax: (954) 485-0407  
[www.capitolsupply.com](http://www.capitolsupply.com)



"Ambrozic, James J.  
(CDC/OCOO/PGO)"  
<eud7@cdc.gov>

09/21/2010 04:26 PM

To prince.choudhury@gsa.gov

cc

bcc

Subject GS-02F-0100N/254-2010-F-36313 Capitol Supply Inc.

History: This message has been replied to and forwarded.

Mr. Prince Choudhury

GSA Govt. Contracting Officer,

Sir,

Concerning our telephone conversation of 3:45 PM Tuesday, 8/21/2010.

On August 20, 2010 I contacted Capitol Supply Inc, regarding the GSA Price and Delivery regarding HP Designjet Z3200PS 24-IN Large Format Photo Printer, Mfrg PN Q6720A#BCB.

Later that afternoon Mr. Sheardon Thomas responded with Quote # 603678, verifying the GSA Advantage price of \$4211.12. A Purchase order was immediately issued by the Purchasing Agent, on Monday August 23, 2010 at 2:03 PM the signed/confirming PO was emailed to Mr. Thomas, with his verification of receipt emailed to me on 8/23/2010 at 5:33 PM.

Thursday, August 26, 2010 at 6:53 PM Charmaine Peralto emailed me "Please be advised that the HP Photo Printer you ordered is no longer available. I have asked our inside sales team to locate a suitable replacement for you."

I contacted Mr. Thomas, he researched this and found the nearest available replacement, a lower performance model Q6718A#B1K and informed me that there would be an increase in pricing from the PO price.

I forwarded these Specs to my end-user, but was not able to obtain immediate concurrence on this substitute, since the end-user was out of the office on vacation.

Finally on September 10, 2010, I was able to obtain acceptance of the substitute as proposed by Capital Supply, but I could not accept paying more for a lower performance substitute model.

On Friday, September 10, 2010, I email the attached to Mr. Sheardon Thomas. "I discussed this situation with my Contracting Officer, and he does not agree with Paying More for a lesser Model.

I did a search on GSA Advantage for the Q6718A#B1K and find the price range from \$3228.00 (s,8a vendor) to high of \$4139.43.

When I requested Pricing and Delivery Information from you 8/20/2010 you replied with quote # 603678 and then a PO order confirmation on 8/23/2010. No Problem with availability.

On 8/26/2010, Charmaine Peralto sent me an email indicating that the "HP Printer you ordered is no longer available. I have asked our inside sales team to locate a suitable replacement for you."

Had this information been conveyed when I contacted you about Price and Delivery (8/20/2010), I certainly would have not placed a PO with your firm, and would have checked GSA Advantage for the replacement



Prince W.  
Choudhury/2QSABB/R02/GS  
A/GOV

03/16/2011 11:27 AM

To Judy B. Poskanzer/2QSA/R02/GSA/GOV@GSA

cc Hassan Harris/2QSAA/R02/GSA/GOV@GSA

bcc

Subject Complaint from Customer

History:

✉ This message has been replied to and forwarded.

Hi Judy,

Just got a call from a CSD from the Park Service. She was very upset about Capitol's pricing and wanted to know what the purpose of the BPA is if it is higher than the MAS price. Just thought I give you guys an heads up on it.



Judy Poskanzer (2QSA) <judy.poskanzer@gsa.gov>

## Capitol Supply Order

1 message

Hayfield, Jenna - BLS <Hayfield.Jenna@bls.gov>

Wed, Sep 21, 2011 at 11:06 AM

To: "judy.poskanzer@gsa.gov" <judy.poskanzer@gsa.gov>

Cc: "Newton, Vanessa - BLS" <Newton.Vanessa@bls.gov>, "Haywood, Krista - OASAM BOC CTR" <Haywood.Krista@dol.gov>

Hi Judy,

With the recent release of GSA's guidance concerning orders from Capitol Supply, it was brought to our attention by a purchase cardholder, that she is missing items from a Capitol Supply order placed in July. The purchase cardholder has repeatedly contacted Capitol Supply via email and phone and has received no responses as to the outstanding items. We first raised the issue with Krista Haywood and she advised that Capitol Supply is required to fulfill all existing orders placed prior to the cure notice. Since we are having issues with responsiveness we were hoping you would be able to help facilitate a resolution. The order is under the name of the purchase cardholder Vanessa Newton.

Thank you for any assistance you may be able to provide!

Jenna Hayfield

\_\_\_\_ Purchase Card A/OPC

*Jenna Hayfield*

Program Analyst

Bureau of Labor Statistics

Office of Administration, Division of Administrative Services

Branch of Procurement, Property, and Contract Management

202-691-5737



Judy Poskanzer (2QSA) <judy.poskanzer@gsa.gov>

## Re: FSSI OS2 - Captiol Supply Cure Notice

1 message

Erin VanDagna (QMBB) <erin.vandagna@gsa.gov>  
To: "Judy Poskanzer (2QSA)" <judy.poskanzer@gsa.gov>

Thu, Sep 15, 2011 at 12:18 PM

Thanks Judy.

On Thu, Sep 15, 2011 at 12:16 PM, Judy Poskanzer (2QSA) <judy.poskanzer@gsa.gov> wrote:  
Both.

Judy B Poskanzer  
Program Manager, FSSI Office Supplies Program  
Federal Acquisition Service  
Northeast and Caribbean Region  
Phone/cell-212-264-0305

On Thu, Sep 15, 2011 at 12:09 PM, Erin VanDagna (QMBB) <erin.vandagna@gsa.gov> wrote:  
Hi Judy -

Here's another question. Does the cure notice pertain to the BPA or to Capitol Supply's schedule contract as well? Thanks.

----- Forwarded message -----

From: <Cathy.Higginbotham@treasury.gov>  
Date: Thu, Sep 15, 2011 at 12:05 PM  
Subject: RE: FSSI OS2 - Captiol Supply Cure Notice  
To: erin.vandagna@gsa.gov

Hi Erin,  
Question--Is the cure notice for the BPA only or for both BPA and schedule buys? Just want to make sure I understand the parameters of the prohibition. Thanks so much.

Cathy Higginbotham  
Senior Procurement Analyst  
Office of the Procurement Executive  
Department of the Treasury  
655 15th Street NW  
Metropolitan Square, Su 6B515  
Washington, DC 20220  
Telephone 202-622-6585  
Blackberry 202-262-5357

-----Original Message-----

From: Erin VanDagna (QMBB) [mailto:erin.vandagna@gsa.gov]  
Sent: Thursday, September 15, 2011 8:51 AM

Cc: [gsa\\_smartpay@gsa.gov](mailto:gsa_smartpay@gsa.gov)

Subject: FSSI OS2 - Capitol Supply Cure Notice

Good morning A/OPCs -

Please note that under the Federal Strategic Sourcing Initiative (FSSI) Office Supply 2 BPAs, Capitol Supply has just been issued a cure notification, and as a result of its various violations of the contract and noncompliance with the BPA Ts & Cs, their ability to transact business is effectively suspended until resolution has been accepted and effected. The firm is now prohibited from conducting business until further notice. If you have any questions or concerns, please visit the FSSI information page at: <http://www.gsa.gov/portal/content/141857>.

Kind Regards,

--

Erin VanDagna  
Service Delivery Division Director  
Office of Charge Card Management  
GSA/Federal Acquisition Service  
[703-605-5589](tel:703-605-5589) (office)  
[571-289-6711](tel:571-289-6711)(cell)

--

Erin VanDagna  
Service Delivery Division Director  
Office of Charge Card Management  
GSA/Federal Acquisition Service  
[703-605-5589](tel:703-605-5589) (office)  
[571-289-6711](tel:571-289-6711)(cell)

--

Erin VanDagna  
Service Delivery Division Director  
Office of Charge Card Management  
GSA/Federal Acquisition Service  
[703-605-5589](tel:703-605-5589) (office)  
[571-289-6711](tel:571-289-6711)(cell)





Hassan Harris (4QTFA) &lt;hassan.harris@gsa.gov&gt;

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## RE: National FSS Contract (Paper Delivery Issue)

1 message

---

**Gonzalez, Nelson** <Nelson.Gonzalez2@va.gov>

Wed, Jul 6, 2011 at 10:38 AM

To: Judy Poskanzer <judy.poskanzer@gsa.gov>, "Davis, Steve (Federal Supplies Specialist)" <steven.pau.davis@hp.com>, hassan.harris@gsa.gov, "Carson, Daniel" <DCarson@nib.org>, "Don Larimer @ SKILCRAFT toner" <Don@skilcrafttoner.org>

Judy:

We were scheduled to meet with HP at 10:30 AM (EST), however, something came up and we had to shift to 11:30 AM (EST). The VANTS info is (800) 767-1750, access code is 71387# for that call.

---

**From:** Judy Poskanzer [mailto:[judy.poskanzer@gsa.gov](mailto:judy.poskanzer@gsa.gov)]**Sent:** Wednesday, July 06, 2011 10:33 AM**To:** Gonzalez, Nelson**Subject:** Fwd: National FSS Contract (Paper Delivery Issue)

What is the call in and password for meeting today.

Judy B Poskanzer

Program Manager, FSSI Office Supplies Program

Federal Acquisition Service

Northeast and Caribbean Region

Phone/cell-212-264-0305

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----- Forwarded message -----

**From:** Gonzalez, Nelson <Nelson.Gonzalez2@va.gov>**Date:** Wed, Jul 6, 2011 at 9:14 AM**Subject:** RE: National FSS Contract (Paper Delivery Issue)**To:** David Ostan <DOostan@capitolsupply.com>, hassan.harris@gsa.gov, Judy Poskanzer <judy.poskanzer@gsa.gov>, "Bryant, Milton 'Don'" <Milton.Bryant@va.gov>**Cc:** "Steinman, Robert J." <robert@capitolsupply.com>

David:

Please free to contact Mr. Bryant directly and communicate the issues to ensure he and his customers are satisfied with the level of effort and service from your company. Let me know what the results are so I can determine the next level of action. Thanks.

---

**From:** David Ostan [mailto:[DOstan@capitolSupply.com](mailto:DOstan@capitolSupply.com)]  
**Sent:** Wednesday, July 06, 2011 9:03 AM  
**To:** Gonzalez, Nelson; '[hassan.harris@gsa.gov](mailto:hassan.harris@gsa.gov)'; 'Judy Poskanzer'  
**Cc:** Steinman, Robert J.  
**Subject:** RE: National FSS Contract (Paper Delivery Issue)

Gonzo,

I'm a little confused by this. I've hired a courier specifically for the Memphis Station, we are now stocking paper specifically for his Station and I have not heard of any complaints regarding delivery.

I don't understand why he feels that it is necessary to elevate this to your office, rather than discuss his concerns with us first? May I please be allowed to contact him today and report back to you?

David Ostan

Director of National Accounts

Capitol Supply

1000 Sawgrass Corporate Parkway, Suite 452

Sunrise, Florida 33323

Office  [\(888\) 485-5001](tel:(888)485-5001) ext. 5919

Fax  [\(954\) 485-0407](tel:(954)485-0407)

Mobile  [\(954\) 907-0770](tel:(954)907-0770)

[www.capitolSupply.com](http://www.capitolSupply.com)

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**From:** Gonzalez, Nelson [mailto:[Nelson.Gonzalez2@va.gov](mailto:Nelson.Gonzalez2@va.gov)]  
**Sent:** Wednesday, July 06, 2011 8:42 AM  
**To:** David Ostan; '[hassan.harris@gsa.gov](mailto:hassan.harris@gsa.gov)'; Judy Poskanzer

**Subject:** FW: National FSS Contract (Paper Delivery Issue)

FYI

---

**From:** Gonzalez, Nelson

**Sent:** Wednesday, July 06, 2011 8:38 AM

**To:** Bryant, Milton 'Don'

**Cc:** [hassan.harris@gsa.gov](mailto:hassan.harris@gsa.gov); 'Judy Poskanzer'; Bales, Roger (Rusty); Huber, Ralph; Richardson, Cindy; Purgill, Daren

**Subject:** RE: National FSS Contract (Paper Delivery Issue)

Milton:

I am sorry to hear that this has not worked for your VISN. I'll set up a conference call with the GSA team so we can further discuss and determine a path forward for your VISN. One of your available options is to execute a competitive award against the FSSI BPAs within Pool 1. Does that work for you? Thanks.

---

**From:** Bryant, Milton 'Don'

**Sent:** Tuesday, July 05, 2011 6:22 PM

**To:** Gonzalez, Nelson

**Subject:** FW: National FSS Contract (Paper Delivery Issue)

Nelson,

Per our call with Capital over a month ago, we need a follow-up. I have not seen improvement on the items discussed for VISN 9.

Milton D. Bryant

Chief, Logistics Service (VISN 9)

Memphis, TN 38104

901-577-7566

901-577-7242 FAX

"Good to Great"

**From:** Robert Steinman [mailto:[Robert@capitolsupply.com](mailto:Robert@capitolsupply.com)]

**Sent:** Friday, February 18, 2011 4:35 PM

**To:** Gonzalez, Nelson; Nagel, Susan F.; Bryant, Milton 'Don'; Lemmon, Rick L. 10F; 'hassan.harris'

**Cc:** VISN 9 A&L Logistics Managers; Herrod, Lora J.; Doliana, Jon E.; David Ostan; 'Roth, Holly'; Steinman, Robert J.

**Subject:** RE: National FSS Contract (Paper Delivery Issue)

Good Afternoon Nelson and Sue,

I will be happy to look into any specific issues that you are having. What would be very helpful is specific order numbers so that I can get with the appropriate people in our office and look into seeing if this is isolated to a specific product or product category (like paper), or if we may need to increase the stock levels of a specific item.

Most of our orders are actually delivered the next day. The main exception being many Ability one items that are ordered from the specific Ability one agency. On average we are processing 3,000 orders per week with a 98% on time rating. Given a little time and understanding of the specific products that are used on a regular basis, I am sure that we can do the same in VISN 9.

Over this past week David Ostan our National accounts manager has been traveling VISN 9 in order to better understand what the requirements and challenges are.

I do understand and appreciate that this is a major change for all concerned and I am confident that given a little time we will be able to meet or exceed everyone's expectations for the program.

My contact information is below, please feel free to contact me at any time.

Thank you.

Warmest Regards,



Robert J Steinman, CEO

Capitol Supply, Inc

1000 Sawgrass Corporate Parkway

Suite 452

Sunrise, FL 33323-2871

Phone: (954) 453-5904 (Direct)

Toll free: (888) 485-5001 (Main Office), ext. 5904

Fax: (954) 485-0022 (Dept)

Email: [rsteinman@capitolsupply.com](mailto:rsteinman@capitolsupply.com)

[www.capitolsupply.com](http://www.capitolsupply.com)

---

**From:** Gonzalez, Nelson [mailto:[Nelson.Gonzalez2@va.gov](mailto:Nelson.Gonzalez2@va.gov)]

**Sent:** Friday, February 18, 2011 5:17 PM

**To:** Nagel, Susan F.; Bryant, Milton 'Don'; Lemmon, Rick L. 10F; Robert Steinman; hassan.harris

**Cc:** VISN 9 A&L Logistics Managers; Herrod, Lora J.; Doliana, Jon E.

**Subject:** RE: National FSS Contract (Paper Delivery Issue)

I spoke with Don this morning and Mr. Robert Steinman from Capitol Office Supplies, as a result, Capitol is re-pricing their 30% PCW paper. Mr. Steinman responded to me and I said until that occurs, we are buying paper for another supplier. I will allow Mr. Steinman to respond to the shipping issues below. The acceptable delivery is 3 – 4 days, not 7 or more.

---

**From:** Nagel, Susan F.

**Sent:** Friday, February 18, 2011 2:20 PM

**To:** Bryant, Milton 'Don'; Gonzalez, Nelson; Lemmon, Rick L. 10F

**Cc:** VISN 9 A&L Logistics Managers; Herrod, Lora J.; Doliana, Jon E.

**Subject:** RE: National FSS Contract (Paper Delivery Issue)

Good Morning Rick,

I continue to receive complaints concerning Capital Supplies not performing as they are unable to meet their own stated delivery dates, poor performance. Any thoughts since this is beginning to become problematic. What is the possibility going to another vendor with documented poor performance? What is the opinion when the mandated vendor fails to perform in a timely manner over and over again?

Sue Nagel,

Acting, VISN 9 NCM

---

**From:** Bryant, Milton 'Don'  
**Sent:** Friday, February 11, 2011 12:34 PM  
**To:** Gonzalez, Nelson  
**Cc:** VISN 9 A&L Logistics Managers; Nagel, Susan F.  
**Subject:** National FSS Contract (Paper Delivery Issue)

Gonzo,

Paper is a big problem. Our mandatory vendor Capital Supplies is not meeting the contract timelines. We ordered paper on 26 Jan and it was not received until 2 Feb -6 days. Again we ordered paper on 4 Feb and was told the paper would be delivered on 11 Feb -7days and yesterday was told it would not arrive until 18 Feb. This is totally unacceptable. I thought you stated they would pass backorders to another authorized FSSI vendor. Evidently this is not happening. They should know if paper is or is not on-hand when orders are received. My PSA was on the phone with Capital for over 30 minutes yesterday concerning paper. It is not working with this vendor. We all need some relief to ensure our operations continue. I cannot store paper and need a dependable supply chain to effectively support this facility. Oh paper is not the only product that is missing the 4-day delivery criteria. Thanks!

Milton D. Bryant

Chief, Logistics Service (VISN 9)  
Memphis, TN 38104  
901-577-7566  
901-577-7242 FAX

"Good to Great"



Hassan Harris (4QTFA) &lt;hassan.harris@gsa.gov&gt;

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## RE: Capitol Supply Conference Call

1 message

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Gonzalez, Nelson <Nelson.Gonzalez2@va.gov>

Tue, May 24, 2011 at 3:58 PM

To: David Ostan <DOstan@capitolsupply.com>, "Diaz, Sergio" <DOstan@capitolsupply.comsergio.diaz2>,

DOstan@capitolsupply.comsergio.diaz2hassan.harris

Cc: "Carter, Ronnie D." <Ronnie.Carter@va.gov>

David/Sergio:

Any issues I need to follow-up on or have you decided to handle the issues amongst yourselves?

**From:** David Ostan [<mailto:DOstan@capitolsupply.com>]

**Sent:** Tuesday, May 24, 2011 3:36 PM

**To:** Diaz, Sergio

**Cc:** Carter, Ronnie D.; Gonzalez, Nelson

**Subject:** RE: Capitol Supply Conference Call

Sergio,

Thank you for coordinating this meeting, although I'm sorry that it was necessary to do so. I have been just as frustrated with how slowly we've provided the solutions to these concerns as the Station Logistic Chiefs have and understand that they have lost patience with us. I am happy to see that my boss brought all of the staff together here at Capitol Supply to hear the concerns first hand and understand how crucial it is to provide satisfactory resolution to them.

I'll work up a time frame immediately and look forward to receiving information on how other companies are managing the data for credit card reconciliation.

Respectfully,

David

David Ostan

Director of National Accounts

Capitol Supply

1000 Sawgrass Corporate Parkway, Suite 452

Sunrise, Florida 33323

Office (888) 485-5001 ext. 5919

Fax (954) 485-0407

Mobile (954) 907-0770

[www.capitolsupply.com](http://www.capitolsupply.com)

**From:** Diaz, Sergio [<mailto:Sergio.Diaz2@va.gov>]

**Sent:** Tuesday, May 24, 2011 3:14 PM

**To:** David Ostan; Gonzalez, Nelson

**Cc:** Carter, Ronnie D.

**Subject:** Capitol Supply Conference Call

*David, Melissa Adkins, Huntington (581,) took notes for the items she listed on the document that was sent to you earlier (see attached).*



*As per our request, you will provide us with a timetable on resolving the issues we are having. I will be sending you names of our vendors that you can contact concerning the problems with VISA not showing our P.O. numbers.*

*Thank you for your time taken by you and your staff.*

*Sergio Diaz*

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